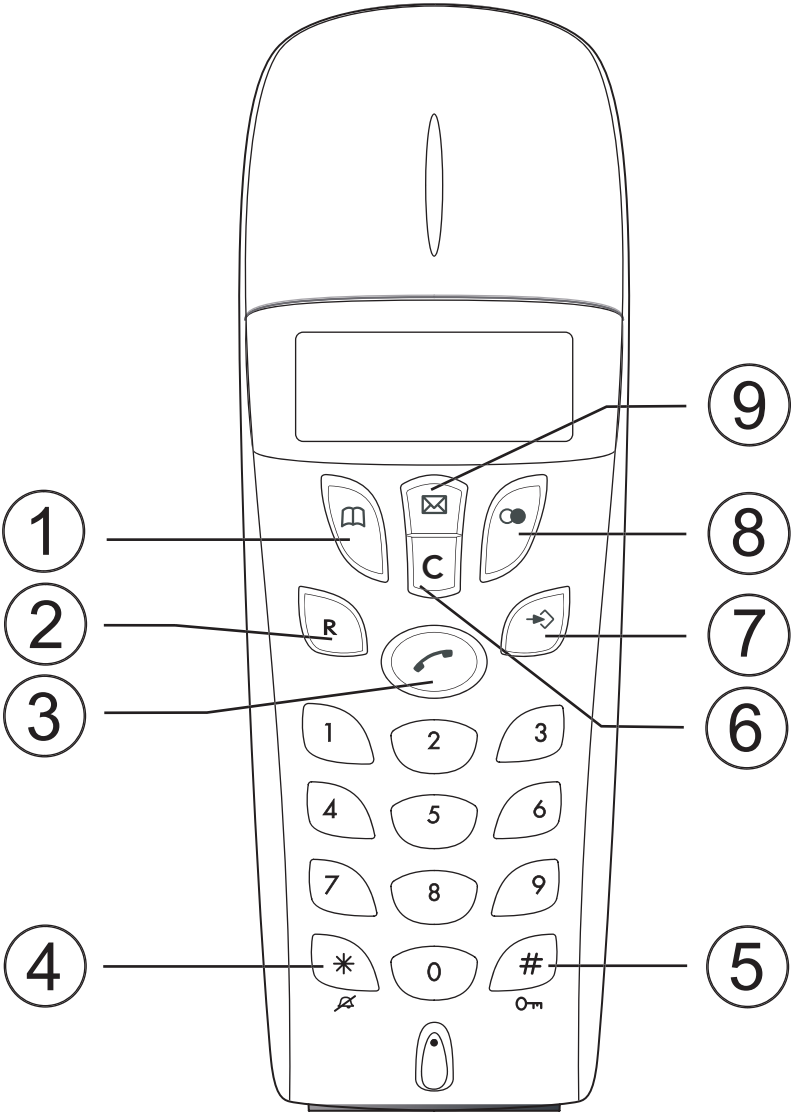
DORO

design on speaking terms

Manual

doro 520


1
2
3
4
5
6
7
8
9
R
C
1
2
3
4
5
6
7
8
9
0

English (see p. 4-19)

1 Memory button
2 Recall/Intercom button
3 Talk/Call end button
4 ✱ /Ringer signal (on/off) button
5 # /Key Lock button
6 Erase/Mute button
7 Programming button
8 Redial button
9 Caller Identification (CID) button

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Installation

Unpacking

The package should include the following items:

- Handset
- Base unit
- 2 NiMH batteries
- Mains adapter
- Line cord

Models with extra handset (+1) are also supplied with an extra handset, batteries, charger and electrical mains adapter.

Connection

1. Connect the mains adapter to the ⊣□⊢ socket on the base unit and to an electrical wall socket.
2. Remove the battery cover from the back of the handset. Insert the batteries into the handset ensuring correct battery polarity is observed. Replace the battery cover.
3. Place the handset in the base unit with the keypad facing outwards. Once the handset is correctly positioned in the base unit a beep will be heard.
4. Charge the handset batteries without interruption for 24 hours initially (thereafter fully discharged handset batteries will take 10 hours to recharge).
5. ONCE CHARGED, connect the telephone line cord to the ☎ socket on the base unit and then to a telephone network wall socket.
6. A click will be heard when the modular plug is correctly connected.

Only for models with an extra handset (+1):

7. Connect the mains adapter to the ⊣□⊢ socket on the charger unit and to an electrical wall socket.
8. Remove the battery cover from the back of the handset. Insert the batteries into the handset ensuring correct battery polarity is observed. Replace the battery cover.
9. Charge the handset batteries without interruption for 24 hours initially (thereafter fully discharged handset batteries will take 10 hours to recharge).

IMPORTANT!

Under power failure conditions this telephone will not operate. Please ensure that a separate telephone not dependent on local power is available for emergency use. The earpiece of the handset may attract small ferromagnetic objects such as staples and pins, care should be taken when placing the handset near such items. Do not place the base unit in areas of high humidity of where it will be exposed to direct sunlight or other major heat sources.

Only use with the supplied power adapter/s.

Installation

Belt Clip

A belt clip is fitted to the back of the handset allowing the handset to be attached to a belt, shirt pocket or similar.

Wall Mounting

The telephone can be wall mounted using two vertically mounted screws, 88 mm apart. The screws should then fit into the two 'keyholes' on the back of the base unit.
Australia only: To wall mount using the standard wall plate fit the supplied bracket to the underside of the base unit. A click will be heard when fitted correctly.

Range

The range of the telephone varies depending on different factors in the surrounding environment. The radio waves transmitting the call may be hindered by obstructions, reducing the range.
Specified ranges require unobstructed transmission between the handset and the base unit. In such ideal conditions, the telephone range can be up to 300 metres. In a densely populated area, house, apartment, etc. the range of the telephone will be reduced. Try to get the best range by relocating the base unit. The ideal location for the base unit is a high and unobstructed place.
When using the handset close to the range limit during a call, the sound quality will decrease and the call may be disconnected.

IMPORTANT!

To reduce the risk of possible interference please do not locate the base unit near any electrical equipment e.g. TV's, computers, fridge's, Spark equipment etc or close to radiators, metal pipes or window frames. Also ensure the base unit is not exposed to direct sunlight, excessive heat, damp or high humidity locations.

Installation

Battery

The telephone is supplied with environmentally friendly nickel metal hydride (NiMH) batteries - 2 x AAA 1.2V. As with all batteries, performance may degrade over time; should you notice that the standby time has reduced considerably or there are signs of leakage, the batteries should be replaced. Always replace both batteries using only NiMH rechargeables.
Fully charged batteries will last for approx. 100 hours in standby or approx. 10 hours' call time. The stated times apply at normal room temperatures using fully charged batteries.
Completely discharged batteries will take about 10 hours to fully recharge (24 hours from new).
Please note that the battery indicator in the display will flash while the handset is on the base unit, and does not stop/go out when the battery is fully charged.
The base unit has an automatic charging mechanism that prevents the batteries from being overcharged or damaged due to prolonged charging.

Please note!
When the telephone is installed for the first time, the battery pack must be charged for 24 hours before using the telephone. Use DORO original batteries only. The guarantee does not cover any damage caused by installing incorrect batteries. The handset is charged with the keypad facing outwards. Please dispose of any batteries in a responsible and environmentally friendly manner

Battery Charge Indicator

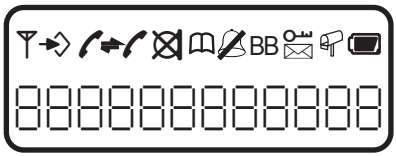
When charging, the status of the battery symbol will remain unchanged until in excess of 10 minutes continuous charging time has elapsed.
If the batteries are running low will be displayed, although calls can still be made/received recharging must occur if a warning tone is heard during a call. Failure to recharge the batteries will result in the telephone ceasing to function.

Recall

Access to additional network services can be gained by using the recall button R, ✕ and # keys. Contact your network operator for more information.
Press the recall button R followed by the extension number to when connected to a PBX (TBR only).

Installation

The Display



Indicator	Function
	Permanently visible when in range registered to the base unit. Disappears/flashes when out of range or unregistered.
	Programme.
	Indicates that a call is connected. Flashes when the phone rings .
	Intercom Function.
	Microphone muted.
	Phonebook/Memories.
	Handset Ringer (off).
BB	Direct Dialling.
	Key Lock.
	Numbers in Caller ID log (CID).
	Network Message indicator.
	Battery charge indicator.

Paging

Pressing on the base unit will activate the paging signal of the handset. This function is used to help locate the handset or to page the person carrying the handset. The signal will stop automatically after a while or if the button on the handset is pressed. The page can also be cancelled by pressing on the base again.

Operation

Important!
Please note when programming all references to press = to press once and then immediately release the button.

Making a Call

1. Enter the required telephone number. Mistakes can be erased using C.
2. Press the telephone number will now be dialled.
3. Press again to terminate the call.

Please note!
If the telephone cannot connect to a line, a warning tone will be heard. The problem may be due to the battery running low, the handset being too far from the base unit or all of the transmission channels being engaged.

Receiving a Call

1. Wait for the handset to ring.
2. Press to answer the call.
3. Press again to terminate the call.

Redial Button

The last telephone number dialled can be easily redialled using .

1. Press .
2. Press the displayed telephone number will now be dialled.

Key Lock

This function locks the push buttons on the handset to prevent unintentional usage.

1. Press and hold until the display shows .
2. Deactivate the key lock by pressing and holding again until is no longer displayed.

Calls can still be received, even if the key lock is active. When the call is finished, the handset returns to locked mode.

Operation

Mute Button

The microphone can be muted during a call by pressing **C**, press **C** again to re-activate the microphone. ⊠ will be displayed as long as the function is active.

Memory

This telephone has 10 memory locations numbered 0-9.

Storing telephone numbers

1. Press ➔.
2. Press 🕮.
3. Select a memory location (0-9) by repeatedly pressing 🕮.
4. Enter the telephone number (up to 18 digits). Press **C** to delete or make changes.
5. Press ➔ to save.

Please note!
If you need to insert a pause in the telephone number, press and hold **0** *until the display shows* P. *If you need to change a number, store the new number in the same location as the old one.*

Dialling Stored Telephone Numbers

1. Repeatedly press 🕮 until the number required is displayed. You can also enter the memory position directly by pressing 🕮 then the relevant memory location **0**-**9**.
2. Press 📞 the displayed number will now be dialled.

Erasing a Stored Telephone Number

1. Press ➔.
2. Repeatedly press 🕮 until the number required is displayed.
3. Repeatedly press **C** to delete the displayed number.
4. Enter the new telephone number.
5. Press ➔ to confirm.

Erasing ALL Stored Telephone Numbers

1. Press ➔.
2. Press **0**.
3. Press 🕮.
4. Press ➔.

Caller Identification

Explanation of Caller ID

Caller ID allows you to see who is calling before you answer a call, and see who has called in your absence. This telephone will not display the time and date of the call.

The call log will store up to 15 telephone numbers. When the log is full, the oldest number will be deleted automatically, as the new call is logged. If there are several calls from the same number, this will only be saved in one location. New calls are indicated in standby mode by ✉.

Please note!

In order for numbers to be shown, the Caller ID service must be provided by your network operator and a current subscription in place. Contact your operator for more information.

Retrieving and Dialling CID Numbers.

1. Repeatedly press ✉ until the required telephone number is displayed.
2. Press 📞 to dial or press **C** to return to standby mode.

Messages

Apart from showing phone numbers, the display may show the following:

– – – –	No information was received, e.g. international call, secret or blocked numbers (not stored).
– – –	The number is longer than the display size (>12 digits).
----------	End of list.

Erasing Numbers

1. Repeatedly press ✉ until the required telephone number is displayed.
2. Press and hold **C** until you hear a beep.

Erasing All Numbers

1. Press ➔.
2. Press **0**.
3. Press ✉.
4. Press ➔.

Network Voice Mail

About the Network Voice Mail

If new information exists on a network service, eg, a voice mail system, the will show in the display. Access the information/messages in accordance with the instructions provided by your network operator. After accessing all of the new information/messages the indicator in the display will be turned off automatically by the network. However if this does not happen or you do not subscribe to a network service system the indication can be cancelled from the display by the following:

Press → 0 # →.

Please Note!

In order for the network voice mail to operate, you must subscribe to this service and/or have it activated by your network operator. Contact your operator for more information.

Settings

Handset Volume

The earpiece volume can be adjusted in several steps.

1. Press ➔.
2. Press 4.
3. The current setting will be displayed (1 ♩3=low, 2 ♩3=medium, 3 ♩3=high).
4. Select the required setting by pressing the corresponding keypad digit 1-3.
5. Press ➔ to confirm settings.

Type of Ringer Melody

You can select one of six different handset ringer melodies.

1. Press ➔.
2. Press 5.
3. The current setting will be displayed (1 ♩6=type 1, 2 ♩6=type 2... 6 ♩6=type 6).
4. Select the required setting by pressing the corresponding keypad digit 1-6.
5. Press ➔ to confirm settings.

Ringer Volume

The handset ringer volume can be adjusted to either low, medium, high or off. There is NO ringer in the base unit.

1. Press ➔.
2. Press 6.
3. The current setting will be displayed (1 ♩ 3=low, 2 ♩ 3=medium, 3 ♩ 3=high).
4. Select the required setting by pressing the corresponding keypad digit 1-3.
5. Press ➔ to confirm settings.

To turn the ringer off, in standby press and hold ✱ until 🔕 is displayed. To turn the ringer on, again press and hold ✱ until 🔕 is no longer displayed.

Settings

Direct Dialling

With this feature a preset number will be dialled regardless of which key you press (except ➔).
When active the stored number and **BB** will be displayed. The required telephone number must be stored for this function to operate.

Storing the Direct Dial Number

1. Press ➔.
2. Press **3**.
3. Enter the telephones PIN number (0000 when supplied). Press ➔.
4. Enter the required telephone number (up to 18 digits). Press **C** to delete or make changes.
5. Press ➔ to confirm settings.

Turning Direct Dial On/Off

1. Press ➔.
2. Press **2**.
3. Enter the telephones PIN number (0000 when supplied). Press ➔.
4. Press ➔ to confirm settings.

Recall Button Timing

In some advanced PBX system installations, the timing of the Recall button may need to be adjusted. In normal domestic use, this setting should not require changing.
The standard setting is 100 ms.

1. Press ➔.
2. Press **R**.
3. The current setting will be displayed (1 ⌟ 2=100 ms, 2 ⌟ 2=300 ms (600 ms for AU/NZ only).
4. Select the required setting by pressing the corresponding keypad digit **1**-**2**.
5. Press ➔ to confirm settings.

Settings

PIN Number

The PIN number is a four-digit code (0000 when supplied) which can be changed to a number of your choice. It protects against unauthorised use/access of certain functions.

1. Press ➔.
2. Press 1.
3. Enter the telephones PIN number (0000 when supplied). Press ➔.
4. Enter your new PIN number. Press ➔.
5. Enter your new PIN number again. Press ➔.

Tone/Pulse Dialling (UK only)

Select the dialling type (tone or pulse), the default setting is tone dialling. It is unlikely that this will need to be changed however should your network require pulse dialling follow the steps below.

1. Press ➔.
2. Press *.
3. The current setting will be displayed (1 ⌟ 2=pulse, 2 ⌟ 2=tone).
4. Select either tone or pulse by pressing the corresponding keypad digit 1-2.
5. Press ➔ to confirm settings.

Reset Handset Defaults

You can reset most of the functions and settings of the handset back to the factory default settings.

1. Press ➔.
2. Press 9.
3. Enter the telephones PIN number (0000 when supplied). Press ➔.

Expanded system (520+1)

Base Unit Placement

The base unit should be centrally positioned so that the area covered is roughly equal for both handsets.
It is NOT possible to add extra handsets at a later time.

Intercom

When using handsets with the same base unit, calls can be made internally between the handsets, referred to as internal calls, or intercom.

1. Press and hold **R** until the display shows .
2. Press on the other handset, you can now talk between handsets.

Should an external call come in while an internal call is in progress, a tone will be heard. You must then terminate the internal call by pressing ; press again to receive the external call.

Transferring Calls Between Handsets

An external call can be transferred from one handset to another.

1. While an external call is connected on line.
2. Press and hold **R** until the display shows .
3. When the call has been answered on the other handset press on the calling handset to transfer the call.

If you decide not to transfer the call press and hold **R** again on the calling handset to return to the external caller.

Troubleshooting

Troubleshooting

Check that the telephone cord is undamaged and properly plugged in. Disconnect any additional equipment, extension cords and other telephones that may be connected. If the problem is resolved, the fault is with the other equipment.
Test the equipment on a known working line. If the product works then the fault is with the line. Please inform your local telephone company.

No Number Shown in Display when Ringing

- In order for this feature to function, you must subscribe to the Caller Identification service from your network provider.
- If - - - - shows in the display, the call may be an international call (no data received), or from a private or blocked number.
- It may not be possible to receive CID information if the phone operates in a PBX system.

Warning Signal while Talking/Cannot Connect

- The batteries may be running low (recharge the handset).

Telephone does not work

- Check the adapter, is it correctly connected to the base unit and to the mains power?
- Check that the telephone cord has been correctly connected to the base unit and to the line socket.
- Check the charge status of the handset batteries.
- Try connecting another telephone, known to be in working order, to the line socket. If that phone works, then it is likely that the equipment is faulty.

Proof of purchase such as the receipt or a copy of the invoice will be required for service or assistance if the above does not resolve the problem.

Other (UK only)

UK

If you cannot resolve the fault using the faultfinder section, technical support is available on the **Premium Rate Number: 0906 302 0114.**
Calls cost **50 pence per minute** (prices correct at the time of going to press), and is operational between 9AM - 5PM Monday-Friday excluding Bank Holidays. Alternatively,
E-mail on: tech@doro-uk.com
You can contact us in writing: Consumer Support Group, Doro UK Ltd., 22 Walkers Road, North Moons Moat, Redditch, Worcestershire, B98 9HE, (regarding any Spares or Technical query), or
Telephoning Spares: 01527 584377
Web site: www.doro-uk.com

Specific Absorption Rate (SAR)

This telephone complies with applicable international safety requirements for exposure to radio waves.
The SAR-value of this product is not greater than 0.042 W/kg (measured over 10g of tissue). The maximum limit according to WHO is 2W/kg (10g of tissue).

Guarantee

This product is guaranteed for a period of 12 months from the date of purchase. Proof of purchase is required for any service or support required during the guarantee period. This guarantee shall not apply to a fault caused by an accident or a similar incident or damage, liquid ingress, negligence, abnormal usage or any other circumstances on the purchaser's part. Furthermore, this guarantee shall not apply to a fault caused by a thunderstorm or any other voltage fluctuations.
This guarantee does not in any way affect your statutory rights. (As a matter of precaution, we recommend disconnecting the telephone during a thunderstorm.)

Other

Australia and New Zealand

Products permitted for connection to the telephone network are marked with ⚠ in Australia and ✔ TELEPERMIT in New Zealand. These marks indicate the products comply with the regulations and can be used without concern in the country of purchase.
If you believe this product is malfunctioning, please refer to the relevant section and/or consult the troubleshooting guide in this manual to ensure that you have followed the instructions carefully. As an alternative you can visit our web site for FAQ's or send an e-mail for a prompt reply.

Electro Magnetic Radiation (EMR)

This telephone complies with applicable safety requirements for exposure to radio waves.
The mean power of this telephone is not greater than 12 mW.
This is below the 20mW limit at which testing is required.

Guarantee

This product is guaranteed for a period of 12 months from the date of purchase. Should you experience difficulties with the product, please contact us for assistance. If the product is then found to be faulty you will be asked to return it directly to us with a copy of the purchase receipt. This guarantee shall not apply to a fault caused by an accident or a similar incident or damage, liquid ingress negligence, abnormal usage or any other circumstances on the purchaser's part. Furthermore, this guarantee shall not apply to a fault caused by a thunderstorm or lightning, excessive or any other voltage fluctuations or faults on the telephone line. (As a matter of precaution, we recommend disconnecting the telephone during a thunderstorm).
This guarantee does not affect your statutory rights.

AUSTRALIA
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Baulkham Hills BC NSW 2153
Australia

Consumer Support
Ph: (02) 8853 8444
Fax: (02) 8853-8489
Email: support@doro.com.au
Web site: www.doro.com.au

NEW ZEALAND
Atlas Gentech (NZ) Limited
Private Bag 14927
Panmure
Auckland New Zealand

Consumer support
Ph: 0900-500-25 (Toll Call)
Fax: (09) 574-2722
Email: support@atlasgentech.co.nz

Other

REN (RN for New Zealand)

The REN (Ringer Equivalence Number) or (RN) is of significance only if you wish to connect more than 1 telephone to your telephone line. A standard telephone line has a maximum REN capacity of 3 (RN of 5). It is possible to connect 3 devices with a REN of 1 (RN of 1) with no degradation to the product's performance. Exceeding this limit may cause the volume of the ringer in any phone to decrease or not ring at all.

Notes for Operation in New Zealand

The grant of a Telepermit for any item of terminal equipment indicates only that Spark has accepted that the item complies with the minimum conditions for connection to its network. It indicates no endorsement of the product by Spark, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Spark's network services.

This equipment shall not be set to make automatic calls to the Spark "111" Emergency Service.

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This equipment should not be used under any circumstances that may constitute a nuisance to other Spark Customers.

CND PRODUCTS

If a charge for local calls is unacceptable, the "DIAL" button should NOT be used for local calls. Only the 7 digits of the local number should be dialled from your telephone. DO NOT dial the area code digit or the "0" prefix.

DECLARATION OF CONFORMITY

WE DORO AB
Of Skiffervägen 80
SE-224 78 Lund
Sweden

As the EU/EES/EC/EEA Authorised representative declare under our sole responsibility that the product

Model: 520
Description: Cordless DECT telephone

IS IN CONFORMITY WITH R&TTE DIRECTIVE: 1999/5/EC

Authorised by:

Signed

Name (printed): Per Carlenhag
Position in company: Quality Manager
Date of issue: 20 May 2003

Copies of this document will be held on file for a period of 10 years after the last production.

Supplier: DORO AB Skiffervägen 80 SE-224 78 Lund Sweden
Product: 520

CE

This product is in conformity with the essential requirements of the following specifications:
Safety - EN 60950
EMC - EN 301 489 - 6
Electrical Performance - EN 301 406, i-CTR 37

This product is intended for connection to analogue PSTN lines within the following countries: United Kingdom, France, Sweden, Norway, Denmark, Finland and Switzerland. However, due to differences between the individual PSTN's provided in the different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

Additional information:
Pulse dialling will not work in Sweden
In the event of a mains power failure it will not be possible to dial emergency services numbers.

English

Version 1.3